

I am writing to urge to you to stop phone companies from imposing misleading charges on my monthly phone bill so I can truly compare prices of phone services. I support the petition filed by the National Association of State Utility Consumer Advocates and endorsed by other consumer advocacy organizations, including CU. This petition, CG Docket No. 04-208, Petition for Declaratory Ruling Regarding Truth-In-Billing and Billing Format, is long overdue. Many consumers feel as I do -- annoyed with a long list of new charges and frustrated with trying to compare prices when shopping for telecommunications service. Phone bills should be truthful, easy to read and easy to understand. Instead, the long distance and wireless bills are filled with surcharges with misleading names that imply the line items are mandated by law, when they are not. Because this practice is tolerated by the FCC, long distance and wireless phone companies are able to hide the true cost of service. These add-ons make the advertised price of service significantly less than the amount of the check I have to write each month to pay the bill. Competition will not work if consumers cannot accurately compare prices. I want you to know what I experienced when I had trouble with my DSL service. The problem was determined as the being the phone company's fault, and I needed a temporary use of a dial up service because it was taking over a month for the phone company to fix the problem. The phone company charges for the temporary service on your bill and then expects you to call them back to have them give you credit back for it. Why can't they just not charge you for the service and save the hassle? You technically pay it on the current bill and they take it off the next bill, which seems a waste of time to me. Also, when I have requested a repair or a change of service, I always find that they incorrectly charge me for something on my bill--such as my DSL service and!

I have to call back time and time for them to change it to what the original pricing agreement was. The FCC should immediately grant the NASUCA petition to investigate carrier practices related to line item charges on bills for wireline and wireless phone service; to declare certain practices in violation on the Commission's "Truth in Billing" Order and to prohibit carriers from imposing separate monthly fees, line items or surcharges unless expressly mandated by law or the charge is expressly authorized by a governmental authority.